

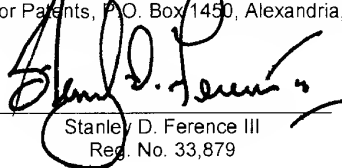
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Srinivasan et al.  
Serial No.: 09/804,728 Examiner: Y. Retta  
Filed: March 13, 2001 Art Unit: 3622  
For: METHOD AND APPARATUS FOR INTERNET  
CUSTOMER RETENTION

March 4, 2010

**PETITION AND FEE FOR EXTENSION OF TIME  
PURSUANT TO 37 C.F.R. § 1.136(a)**

I hereby certify that this correspondence and any documents referred to as enclosed therewith are being transmitted by facsimile to the Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313 on March 4, 2010.

  
Stanley D. Ference III  
Reg. No. 33,879

March 4, 2010  
Date of Signature

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Sir:

Applicant(s) hereby petitions for an extension of time for a total period of one (1) month through and including March 4, 2010 to respond to the Office Action mailed on November 4, 2009. If an additional extension of time is required to insure that this paper is timely filed, please consider this a petition therefor.

The Response for which this extension is requested is filed herewith.

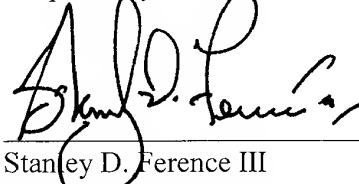
Applicant is a small entity and the extension fee required under 37 C.F.R. §

1.17(a)-(d) is calculated below:

	large entity	small entity
( X ) one month	\$130	\$65
( ) two months	\$490	\$245
( ) three months	\$1,100	\$555
( ) four months	\$1,730	\$865
( ) five months	\$2,350	\$1,175

Applicant is paying the \$65 extension of time fee for one (1) month by credit card through the EFS-WEB system. The Commissioner is hereby authorized to charge payment of any additional fees associated with this communication or credit any overpayment to **Ference & Associates LLC Deposit Account No. 50-0517**.

Respectfully submitted,



Stanley D. Ference III  
Registration No. 33,879

Mailing Address:

**Customer No. 35195**  
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